

WHAT IS CLAIMED IS:

1. A method for integrating service request generation systems with a service order control system, comprising:

converting data in a service request into an open data format resulting in a converted service request;

validating said converted service request utilizing user-defined business logic, said validating including:

performing accuracy checks of data fields and data within said converted service request; and

performing consistency checks of data and data fields within said converted service request;

resolving any errors and inconsistencies detected from said validating resulting in a validated service request;

generating a service order using said validated service request, said service order formatted to comply with formatting utilized by a service order control application; and

transmitting said service order to said service order control application.

2. The method of claim 1, further comprising:

modifying said user-defined business logic to accommodate at least one of:

a new or modified service offered;

a new or modified product offered; and

a new or modified business requirement.

3. The method of claim 1, wherein said performing accuracy checks of data fields and data include:

checking for missing data in said data fields;

checking for incomplete data in said data fields; and

checking for data format errors.

4. The method of claim 1, wherein said performing consistency checks of data and data fields include:

checking a first data field within said converted service request against subsequent data fields within said converted service request, wherein said first data field holds data corresponding to data held in at least one of said subsequent data fields.

5. The method of claim 3, wherein said resolving errors and inconsistencies includes:

converting said converted service request back to its original data format;

transmitting said service request in its original data format back to a corresponding service request source; and

performing at least one of:

flagging said converted service request for correction; and

notifying said corresponding service request source of corrective action to be taken.

6. The method of claim 3, wherein said resolving errors and inconsistencies includes querying an external source of information.

7. The method of claim 6, wherein said external source of information includes at least one of:

a central office service resource storing available service offerings;

a customer facilities resource operable for validating customer facilities, said customer facilities resource including at least one of:

a loop maintenance operations system;

a trunk inventory records keeping system; and

a loop facilities assignment and control system;

an address guide operable for performing address validation, said address guide storing street address information;

a telephone number resource operable for storing telephone numbers that are available for reservation and assignment to customers; and

a customer service records resource operable for obtaining customer service record information.

8. The method of claim 1, wherein said open data format includes eXtensible markup language.

9. The method of claim 1, wherein said generating a service order includes:

querying a service scheduling resource to identify an available service date for performing a service requested in said validated service requested; and

including a selected service date in said service order.

10. A storage medium encoded with machine-readable computer program code for integrating service request generation systems with a service order control system, said storage medium including instructions for causing a server to implement a method, comprising:

converting data in a service request into an open data format resulting in a converted service request;

validating said converted service request utilizing user-defined business logic, said validating including:

performing accuracy checks of data fields and data within said converted service request; and

performing consistency checks of data and data fields within said converted service request;

resolving any errors and inconsistencies detected from said validating resulting in a validated service request;

generating a service order using said validated service request, said service order formatted to comply with formatting utilized by a service order control application; and

transmitting said service order to said service order control application.

11. A system for integrating service request generation systems with a service order control system, comprising:

a server executing a service order control application;

a data repository in communication with said server;

a service order generator executing on said server, said service order generator including:

a service request normalizer;

a rules engine comprising:

a field validation module; and

a customer/service validation module; and

a service order writer;

a link to at least one service request source;

wherein said service order generator performs:

converting data in a service request received from said at least one service order source into an open data format resulting in a converted service request;

validating said converted service request utilizing user-defined business logic, said validating including:

performing accuracy checks of data fields and data within said converted service request; and

performing consistency checks of data and data fields within said converted service request;

resolving any errors and inconsistencies detected from said validating resulting in a validated service request;

generating a service order using said validated service request, said service order formatted to comply with formatting utilized by a service order control application; and

transmitting said service order to said service order control application.

12. The system of claim 11, wherein said user-defined business logic is modified to accommodate at least one of:

- a new or modified service offered;
- a new or modified product offered; and
- a new or modified business requirement.

13. The system of claim 11, wherein said performing accuracy checks of data fields and data include:

- checking for missing data in said data fields;
- checking for incomplete data in said data fields; and
- checking for data format errors.

14. The system of claim 11, wherein said performing consistency checks of data and data fields include:

- checking a first data field within said converted service request against subsequent data fields within said converted service request, wherein said first data field holds data corresponding to data held in at least one of said subsequent data fields.

15. The system of claim 13, wherein said resolving errors and inconsistencies includes:

converting said converted service request back to its original data format;

transmitting said service request in its original data format back to a corresponding service request source; and

performing at least one of:

flagging said converted service request for correction; and

notifying said corresponding service request source of corrective action

to be taken.

16. The system of claim 13, wherein said resolving errors and inconsistencies includes querying an external source of information.



17. The system of claim 16, wherein said external source of information includes at least one of:

a central office service resource storing available service offerings;

a customer facilities resource operable for validating customer facilities, said customer facilities resource including at least one of:

a loop maintenance operations system;

a trunk inventory records keeping system; and

a loop facilities assignment and control system;

an address guide operable for performing address validation, said address guide storing street address information;

a telephone number resource operable for storing telephone numbers that are available for reservation and assignment to customers; and

a customer service records resource operable for obtaining customer service record information.

18. The system of claim 11, wherein said open data format includes eXtensible markup language.

19. The system of claim 11, wherein said generating a service order includes:

querying a service scheduling resource to identify an available service date for performing a service requested in said validated service requested; and

including a selected service date in said service order.

20. The system of claim 11, wherein said service requests are stored in a queue.